



State of Illinois
Illinois Commerce Commission
Service Quality for Telecommunications Carriers
Code Part 730.115
Quarterly Filing

Gallatin River Communications L.L.C.
d/b/a CenturyLink GRC
for quarter ending June 30, 2011

Performance Data	April	May	June	Quarterly Average
A. Operator Answering Time - Toll and Assistance [730.510(a)(1)]	3.20	3.20	3.30	3.23
B. Operator Answer Time - Information [730.510(a)(1)]	9.77	8.31	10.67 *	9.58
C. Repair Office Answer Time [730.510(b)(1)]	3.00	23.00	35.00	20.33
D. Business or Customer Service Answer Time [730.510(b)(1)]	115.00 *	40.00	22.00	59.00
E. Percent of Service Installations [730.540(a)]	100.00%	100.00%	100.00%	100.00%
F. Percent of Out of Service Lines Repaired in < 24 Hours [730.535(a)]	98.80%	99.50%	99.10%	99.13%
G. Trouble Reports per 100 Access Lines [730.545(a)]	1.10	1.20	1.50	1.27
H. Percent Repeat Trouble Reports [730.545(c)]	13.20%	10.60%	14.90%	12.90%
I. Percent of Installation Trouble Reports [730.545(f)]	17.06%	19.50%	13.73%	16.76%
J. Missed Repair Appointments [730.545(h)]	5	4	6	5
K. Missed Installation Appointments [730.540(d)]	0	0	2	1

Comments



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